

response to
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June 13, 1988

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MEMORANDUM FOR: [] EXA/DDA

FROM: [] C/OIT/MG/HRP

SUBJECT: Applied Learning International

The Office of Information Technology has been involved with Applied Learning International and its predecessor organization, Deltak Training Corporation, since 1983. Currently, this Office and the Office of Training and Education have a joint contract with Applied Learning to provide a variety of multi-media training materials. By negotiating a joint contract, both Offices (and thereby the Agency) benefit from discount pricing accruing from our combined volume.

Until 1986, the Office of Information Technology restricted its use of Applied Learning International services to training materials such as video tapes, audio tapes, and student manuals. Most of the material was "rented" for temporary periods ranging from one to twelve months. The tapes and manuals primarily were used to support the Office's formal training program in information technology. In addition, many of the tapes were loaned on a short-term basis to Office components for individual "refresher" training on specific topics.

In 1986, the Office began using the Headquarters Building Cable Grid system to supplement its training program. Designed largely to address requests for "self-improvement" courses, these video programs focus primarily on information technology topics and are transmitted to cable sites in Headquarters during the lunch hour and after 4:00 PM.

Last year, the Office began to explore the concept of Interactive Video Instruction as a possible training tool. This approach combines a personal computer, touch-screen monitor, and a laser videodisc player to provide individual instruction. The Operations Group of the Office of Information Technology, drawing from the successful experiences of the Office of Communications in this area, is implementing a series of interactive video instruction courses for its personnel. The Group has established a small learning center in the new Headquarters Building where employees can conveniently use the interactive video courses at any time of the day.

Although the efforts of the Operations Group have not involved the firm of Applied Learning International, the Office is discussing the potential application of this training method on a broader scope with representatives of the company. The advantages of the technique include a higher retention rate, shorter learning time, and some capacity for accommodating the skill level of the individual students. Disadvantages include the relatively high costs and the need for relatively frequent updating in many technological subject areas.

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If you have any additional questions, please contact me.